

Band	Salary (100%)	Position	Aptitude Criteria to Qualify for Position	Measurement (Internal Use)	High Level Measurement (HR, Union)	Behavior Criteria To Achieve in Current Job; Required to Advance	Measurement (Internal Use)	High Level Measurement (HR, Union)
4		Computer Support Technician	Passing score on technical exams	Actual Test	Test	Active listening	Gives full attention to and makes a conscious effort to hear other's ideas, concerns, questions, and issues with interest, empathy, and objectivity. Paraphrases and asks questions to ensure understanding of the message when required, <i>Supervisor Notes, Employee Notes</i>	Demonstrated Ability / Documented Instances
			Working knowledge of PC's and operating systems	Interview Responses, Past Training, Past Experience, Review the Application	Documented Past Experience and Training	Responsiveness and follow-up	Assumes responsibility for and delivers on commitments to the customer. Initiates contacts to clarify issues or problems in a timely manner. Keeps the customer up-to-date about projects	Demonstrated Ability / Documented Instances
			No active personnel problems; Positive performance reviews over the past two years	Personnel File, Supervisors File, HR Representative Discussions	Complete Personnel Review	Customer orientation	Listens to customers, understands their issues, is sensitive and responsive to their needs, builds trust, and follows-up to ensure things are done as promised.	Demonstrated Ability / Documented Instances
						Flexibility and adaptability	Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Responds positively to changes in direction and priorities, responsibilities, or assignments. Adjusts to multiple demands, priorities, ambiguity, and change positively. Works effectively within a variety of situations, individuals, or groups.	Demonstrated Ability / Documented Instances
						Reasonable & logical approach to solving problems	Develops feasible solutions based on logical assumptions and factual observation that reflect consideration for resources, constraints, organizational values, and goals.	Demonstrated Ability / Documented Instances
						Cooperative and shares workload	Willingly helps and works well with others. Assists in collaborative work efforts toward solutions that benefit the team, group, or organization.	Demonstrated Ability / Documented Instances
						Reliable and dependable	Reliable and dependable in performing job-related tasks.	Demonstrated Ability / Documented Instances
						Prioritizing, multi-tasking, balancing multiple projects	Recognizes or establishes the relative importance of multiple issues, tasks, and opportunities to maximize the productivity of the organization.	Demonstrated Ability / Documented Instances
5		Computer Support Specialist	Passing score on technical exams	Actual Test	Test	Active listening	Gives full attention to and makes a conscious effort to hear other's ideas, concerns, questions, and issues with interest, empathy, and objectivity. Paraphrases and asks questions to ensure understanding of the message when required, <i>Supervisor Notes, Employee Notes</i>	Demonstrated Ability / Documented Instances
			Working knowledge of PC's and operating systems	Interview Responses, Past Training, Past Experience, Review the Application	Documented Past Experience and Training	Responsiveness and follow-up	Assumes responsibility for and delivers on commitments to the customer. Initiates contacts to clarify issues or problems in a timely manner. Keeps the customer up-to-date about projects	Demonstrated Ability / Documented Instances
			Working knowledge of network devices and network signal flow	Interview Responses, Past Training, Past Experience, Review the Application	Documented Past Experience and Training	Customer orientation	Listens to customers, understands their issues, is sensitive and responsive to their needs, builds trust, and follows-up to ensure things are done as promised.	Demonstrated Ability / Documented Instances
			No active personnel problems; Positive performance reviews over the past two years	Personnel File, Supervisors File, HR Representative Discussions	Complete Personnel Review	Flexibility and adaptability	Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Responds positively to changes in direction and priorities, responsibilities, or assignments. Adjusts to multiple demands, priorities, ambiguity, and change positively. Works effectively within a variety of situations, individuals, or groups.	Demonstrated Ability / Documented Instances
						Reasonable & logical approach to solving problems	Develops feasible solutions based on logical assumptions and factual observation that reflect consideration for resources, constraints, organizational values, and goals.	Demonstrated Ability / Documented Instances
						Cooperative and shares workload	Willingly helps and works well with others. Assists in collaborative work efforts toward solutions that benefit the team, group, or organization.	Demonstrated Ability / Documented Instances
						Prioritizing, multi-tasking, balancing multiple projects	Recognizes or establishes the relative importance of multiple issues, tasks, and opportunities to maximize the productivity of the organization.	Demonstrated Ability / Documented Instances

Band	Salary (100%)	Position	Aptitude Criteria to Qualify for Position	Measurement (Internal Use)	High Level Measurement (HR, Union)	Behavior Criteria To Achieve in Current Job; Required to Advance	Measurement (Internal Use)	High Level Measurement (HR, Union)
6		Computer Support Specialist	Passing score on technical exams	Actual Test	Test	Active listening	Gives full attention to and makes a conscious effort to hear other's ideas, concerns, questions, and issues with interest, empathy, and objectivity. Paraphrases and asks questions to ensure understanding of the message when required, <i>Supervisor Notes, Employee Notes</i>	Demonstrated Ability / Documented Instances
			Advanced knowledge of PC's and operating systems	Interview Responses, Past Training, Past Experience, Review the Application	Documented Past Experience and Training	Responsiveness and follow-up	Assumes responsibility for and delivers on commitments to the customer. Initiates contacts to clarify issues or problems in a timely manner. Keeps the customer up-to-date about projects	Demonstrated Ability / Documented Instances
			Basic troubleshooting knowledge of network devices and network signal flow	Interview Responses, Past Training, Past Experience, Review the Application	Documented Past Experience and Training	Customer orientation	Listens to customers, understands their issues, is sensitive and responsive to their needs, builds trust, and follows-up to ensure things are done as promised.	Demonstrated Ability / Documented Instances
			No active personnel problems; Positive performance reviews over the past two years	Personnel File, Supervisors File, HR Representative Discussions	Complete Personnel Review	Decision making	Identifies and considers possible alternatives before making decisions. Bases decisions on achieving desired outcomes pursuant to the Department strategic plan and/or management direction. Uses a combination of analysis, experience, and sound judgment.	Demonstrated Ability / Documented Instances
						Leadership and mentoring	Sets goals that provide challenge. Measures goal attainment regularly. Creates own measures of excellence. Displays a contagious optimism about the work to be done. Employs strategies to promote ideas and proposals to increase probability of acceptance. Mentors others in their weak areas to improve the performance necessary to achieve success.	Demonstrated Ability / Documented Instances
						Flexibility and adaptability	Accepts change as a healthy and normal part of growth. Receptive to new information and recognizes the validity of various viewpoints; sees situations objectively. Responds positively to changes in direction and priorities, responsibilities, or assignments. Adjusts to multiple demands, priorities, ambiguity, and change positively. Works effectively within a variety of situations, individuals, or groups.	Demonstrated Ability / Documented Instances
						Reasonable & logical approach to solving problems	Develops feasible solutions based on logical assumptions and factual observation that reflect consideration for resources, constraints, organizational values, and goals.	Demonstrated Ability / Documented Instances
						Cooperative and shares workload	Willingly helps and works well with others. Assists in collaborative work efforts toward solutions that benefit the team, group, or organization.	Demonstrated Ability / Documented Instances
						Prioritizing, multi-tasking, balancing multiple projects	Recognizes or establishes the relative importance of multiple issues, tasks, and opportunities to maximize the productivity of the organization.	Demonstrated Ability / Documented Instances